

QUARTER: Q4 2025

DATE: 01.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,029%	0,006%	0,001%
PIS	0,000%	0,007%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	452,535	240,813	202,296
INITIATE CROSS BORDER CREDIT TRANSFER	749,437	262,049	191,765
GET PAYMENT INFORMATION	188,297	Not applicable	Not applicable
GET ACCOUNT INFORMATION	442,268	662,329	618,792
GET CARD INFORMATION	550,182	304,109	294,387
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 02.10.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,002%	0,000%	0,001%
PIS	0,000%	0,006%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	492,018	218,045	180,766
INITIATE CROSS BORDER CREDIT TRANSFER	683,523	238,478	173,553
GET PAYMENT INFORMATION	168,918	Not applicable	Not applicable
GET ACCOUNT INFORMATION	394,757	579,219	536,669
GET CARD INFORMATION	497,416	261,018	256,114
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 03.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,998%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,002%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,001%	0,001%
PIS	0,000%	0,007%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	455,875	234,480	196,598
INITIATE CROSS BORDER CREDIT TRANSFER	714,794	257,123	188,596
GET PAYMENT INFORMATION	164,422	Not applicable	Not applicable
GET ACCOUNT INFORMATION	404,171	603,781	559,925
GET CARD INFORMATION	523,000	273,768	269,801
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 04.10.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,999%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,001%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,054%	0,002%	0,003%
PIS	0,003%	0,003%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	390,091	133,030	115,719
INITIATE CROSS BORDER CREDIT TRANSFER	611,635	150,271	107,071
GET PAYMENT INFORMATION	185,240	Not applicable	Not applicable
GET ACCOUNT INFORMATION	382,711	518,233	500,244
GET CARD INFORMATION	545,548	193,913	195,358
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 05.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,003%	0,000%
PIS	0,000%	0,022%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	383,400	120,333	103,152
INITIATE CROSS BORDER CREDIT TRANSFER	635,371	125,362	100,874
GET PAYMENT INFORMATION	215,854	Not applicable	Not applicable
GET ACCOUNT INFORMATION	342,941	498,574	498,527
GET CARD INFORMATION	382,270	181,608	183,068
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 06.10.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,003%	0,001%	0,002%
PIS	0,000%	0,006%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	456,924	238,934	199,987
INITIATE CROSS BORDER CREDIT TRANSFER	768,119	260,253	190,560
GET PAYMENT INFORMATION	213,384	Not applicable	Not applicable
GET ACCOUNT INFORMATION	403,371	659,258	609,442
GET CARD INFORMATION	521,216	290,935	283,254
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 07.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,001%	0,001%
PIS	0,006%	0,004%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	930,659	208,093	165,961
INITIATE CROSS BORDER CREDIT TRANSFER	1.274,203	233,395	170,207
GET PAYMENT INFORMATION	176,637	Not applicable	Not applicable
GET ACCOUNT INFORMATION	380,749	575,751	539,453
GET CARD INFORMATION	502,455	253,055	247,233
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 08.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,000%	0,000%
PIS	0,007%	0,013%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	894,685	195,303	155,192
INITIATE CROSS BORDER CREDIT TRANSFER	1.355,626	220,898	152,008
GET PAYMENT INFORMATION	168,757	Not applicable	Not applicable
GET ACCOUNT INFORMATION	380,541	573,782	535,027
GET CARD INFORMATION	480,064	240,251	236,788
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 09.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,001%	0,002%
PIS	0,049%	0,007%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	899,475	186,668	153,515
INITIATE CROSS BORDER CREDIT TRANSFER	1.376,687	210,502	150,337
GET PAYMENT INFORMATION	174,301	Not applicable	Not applicable
GET ACCOUNT INFORMATION	378,863	552,395	530,512
GET CARD INFORMATION	482,926	235,639	234,837
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 10.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,021%	0,000%	0,000%
PIS	0,000%	0,011%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	897,652	209,878	168,506
INITIATE CROSS BORDER CREDIT TRANSFER	1.308,260	232,216	167,394
GET PAYMENT INFORMATION	187,176	Not applicable	Not applicable
GET ACCOUNT INFORMATION	430,640	579,827	548,150
GET CARD INFORMATION	584,992	251,519	249,738
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 11.10.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,000%	0,001%
PIS	0,000%	0,004%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	887,900	130,745	108,059
INITIATE CROSS BORDER CREDIT TRANSFER	1.289,642	141,697	102,738
GET PAYMENT INFORMATION	207,246	Not applicable	Not applicable
GET ACCOUNT INFORMATION	359,184	505,018	506,395
GET CARD INFORMATION	460,947	190,803	192,632
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 12.10.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,000%	0,000%
PIS	0,003%	0,018%	0,004%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	728,000	116,565	97,323
INITIATE CROSS BORDER CREDIT TRANSFER	1.217,052	123,380	92,576
GET PAYMENT INFORMATION	233,288	Not applicable	Not applicable
GET ACCOUNT INFORMATION	347,607	494,674	512,933
GET CARD INFORMATION	380,515	182,508	183,123
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 13.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,000%	0,000%
PIS	0,000%	0,004%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	878,270	186,279	150,783
INITIATE CROSS BORDER CREDIT TRANSFER	1.315,129	211,399	148,543
GET PAYMENT INFORMATION	215,397	Not applicable	Not applicable
GET ACCOUNT INFORMATION	392,256	558,537	559,436
GET CARD INFORMATION	508,783	244,608	243,499
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 14.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,000%	0,001%
PIS	0,005%	0,007%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	878,100	177,522	146,319
INITIATE CROSS BORDER CREDIT TRANSFER	1.229,125	211,106	141,930
GET PAYMENT INFORMATION	159,096	Not applicable	Not applicable
GET ACCOUNT INFORMATION	378,844	566,700	539,090
GET CARD INFORMATION	498,679	237,002	234,901
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 15.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,001%	0,000%
PIS	0,005%	0,009%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	846,875	198,368	158,435
INITIATE CROSS BORDER CREDIT TRANSFER	1.212,734	225,570	157,995
GET PAYMENT INFORMATION	160,793	Not applicable	Not applicable
GET ACCOUNT INFORMATION	378,408	573,225	543,634
GET CARD INFORMATION	478,679	243,832	240,622
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 16.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,001%	0,001%
PIS	0,000%	0,004%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	868,971	176,504	144,207
INITIATE CROSS BORDER CREDIT TRANSFER	1.300,395	208,609	138,255
GET PAYMENT INFORMATION	165,093	Not applicable	Not applicable
GET ACCOUNT INFORMATION	406,241	599,822	580,325
GET CARD INFORMATION	574,596	248,485	249,103
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 17.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,000%	0,000%
PIS	0,000%	0,002%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	821,889	190,556	153,526
INITIATE CROSS BORDER CREDIT TRANSFER	1.304,374	212,209	153,849
GET PAYMENT INFORMATION	155,242	Not applicable	Not applicable
GET ACCOUNT INFORMATION	413,234	578,703	558,370
GET CARD INFORMATION	531,952	247,865	246,834
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 18.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,000%	0,000%
PIS	0,000%	0,009%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	849,583	128,950	106,323
INITIATE CROSS BORDER CREDIT TRANSFER	1.257,047	146,993	102,112
GET PAYMENT INFORMATION	168,601	Not applicable	Not applicable
GET ACCOUNT INFORMATION	372,987	556,500	575,912
GET CARD INFORMATION	507,984	215,829	217,099
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 19.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,001%	0,000%
PIS	0,000%	0,005%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	892,800	119,085	98,864
INITIATE CROSS BORDER CREDIT TRANSFER	1.299,296	134,710	99,093
GET PAYMENT INFORMATION	221,958	Not applicable	Not applicable
GET ACCOUNT INFORMATION	382,170	566,905	583,919
GET CARD INFORMATION	424,927	209,613	211,241
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 20.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,000%	0,000%
PIS	0,000%	0,012%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	926,800	191,236	157,963
INITIATE CROSS BORDER CREDIT TRANSFER	1.309,978	222,263	149,997
GET PAYMENT INFORMATION	193,437	Not applicable	Not applicable
GET ACCOUNT INFORMATION	380,895	585,998	557,885
GET CARD INFORMATION	522,361	252,150	248,367
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 21.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,002%	0,002%
PIS	0,000%	0,010%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	966,849	174,694	142,091
INITIATE CROSS BORDER CREDIT TRANSFER	1.290,786	208,422	141,286
GET PAYMENT INFORMATION	156,130	Not applicable	Not applicable
GET ACCOUNT INFORMATION	371,437	565,195	540,046
GET CARD INFORMATION	505,328	238,670	237,347
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 22.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,001%	0,001%
PIS	0,000%	0,002%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	926,220	170,165	139,762
INITIATE CROSS BORDER CREDIT TRANSFER	1.288,312	197,399	134,017
GET PAYMENT INFORMATION	160,302	Not applicable	Not applicable
GET ACCOUNT INFORMATION	403,207	564,513	537,618
GET CARD INFORMATION	513,838	234,133	232,373
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 23.10.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,001%	0,001%
PIS	0,000%	0,005%	0,004%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	895,750	177,536	142,838
INITIATE CROSS BORDER CREDIT TRANSFER	1.265,185	201,527	142,727
GET PAYMENT INFORMATION	151,704	Not applicable	Not applicable
GET ACCOUNT INFORMATION	378,447	572,189	539,644
GET CARD INFORMATION	498,493	238,671	236,620
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 24.10.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,044%	0,002%	0,002%
PIS	0,000%	0,005%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	967,069	221,822	197,980
INITIATE CROSS BORDER CREDIT TRANSFER	1.247,603	251,791	187,020
GET PAYMENT INFORMATION	171,950	Not applicable	Not applicable
GET ACCOUNT INFORMATION	479,221	618,529	587,546
GET CARD INFORMATION	798,282	284,228	284,764
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 25.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,003%	0,002%
PIS	0,000%	0,014%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	878,368	128,225	109,156
INITIATE CROSS BORDER CREDIT TRANSFER	1.228,304	132,475	107,399
GET PAYMENT INFORMATION	178,321	Not applicable	Not applicable
GET ACCOUNT INFORMATION	363,875	504,603	515,883
GET CARD INFORMATION	474,271	202,029	204,723
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 26.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,001%	0,000%
PIS	0,000%	0,007%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	829,250	114,929	98,057
INITIATE CROSS BORDER CREDIT TRANSFER	1.244,831	114,216	96,291
GET PAYMENT INFORMATION	209,433	Not applicable	Not applicable
GET ACCOUNT INFORMATION	359,927	503,044	521,055
GET CARD INFORMATION	392,094	189,033	190,407
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 27.10.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,001%	0,002%
PIS	0,003%	0,007%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	943,490	203,062	169,200
INITIATE CROSS BORDER CREDIT TRANSFER	1.318,283	227,302	171,236
GET PAYMENT INFORMATION	194,850	Not applicable	Not applicable
GET ACCOUNT INFORMATION	387,915	586,607	557,766
GET CARD INFORMATION	509,408	260,878	258,403
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 28.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,983%	100,000%	99,997%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,017%	0,000%	0,003%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,081%	0,000%	0,003%
PIS	0,170%	0,011%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	970,667	119,880	105,167
INITIATE CROSS BORDER CREDIT TRANSFER	1.224,229	136,317	100,583
GET PAYMENT INFORMATION	183,747	Not applicable	Not applicable
GET ACCOUNT INFORMATION	530,861	515,845	510,804
GET CARD INFORMATION	1.021,050	197,819	198,908
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 29.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,005%	0,001%
PIS	0,022%	0,006%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	999,137	226,317	186,841
INITIATE CROSS BORDER CREDIT TRANSFER	1.380,738	263,337	184,323
GET PAYMENT INFORMATION	175,765	Not applicable	Not applicable
GET ACCOUNT INFORMATION	418,690	658,718	625,873
GET CARD INFORMATION	537,045	300,404	294,439
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 30.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,001%	0,001%
PIS	0,000%	0,012%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	989,539	249,208	207,730
INITIATE CROSS BORDER CREDIT TRANSFER	1.380,525	282,942	210,917
GET PAYMENT INFORMATION	173,225	Not applicable	Not applicable
GET ACCOUNT INFORMATION	427,187	643,486	601,199
GET CARD INFORMATION	547,405	304,135	300,470
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 31.10.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,025%	0,001%	0,002%
PIS	0,000%	0,005%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.093,087	349,979	283,812
INITIATE CROSS BORDER CREDIT TRANSFER	1.383,642	367,489	289,153
GET PAYMENT INFORMATION	217,051	Not applicable	Not applicable
GET ACCOUNT INFORMATION	601,259	743,016	683,315
GET CARD INFORMATION	1.065,730	382,165	364,563
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 01.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,052%	0,001%	0,001%
PIS	0,032%	0,017%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	960,611	147,140	129,685
INITIATE CROSS BORDER CREDIT TRANSFER	1.269,768	152,794	121,395
GET PAYMENT INFORMATION	200,713	Not applicable	Not applicable
GET ACCOUNT INFORMATION	560,373	549,899	541,243
GET CARD INFORMATION	895,560	224,236	226,098
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 02.11.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	99,984%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,016%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,010%	0,001%	0,000%
PIS	0,070%	0,009%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	933,600	122,422	110,006
INITIATE CROSS BORDER CREDIT TRANSFER	1.281,635	125,569	98,754
GET PAYMENT INFORMATION	217,029	Not applicable	Not applicable
GET ACCOUNT INFORMATION	362,553	525,844	525,889
GET CARD INFORMATION	468,436	199,963	201,771
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 03.11.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,007%	0,000%	0,000%
PIS	0,002%	0,007%	0,004%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.006,204	265,243	219,598
INITIATE CROSS BORDER CREDIT TRANSFER	1.441,872	295,033	212,282
GET PAYMENT INFORMATION	223,642	Not applicable	Not applicable
GET ACCOUNT INFORMATION	433,302	684,341	657,076
GET CARD INFORMATION	574,764	328,461	320,926
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 04.11.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	99,994%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,006%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,109%	0,000%	0,000%
PIS	0,003%	0,009%	0,003%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	972,923	226,170	185,643
INITIATE CROSS BORDER CREDIT TRANSFER	1.379,449	250,261	182,228
GET PAYMENT INFORMATION	211,752	Not applicable	Not applicable
GET ACCOUNT INFORMATION	652,486	593,398	549,314
GET CARD INFORMATION	1.466,993	275,157	271,756
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 05.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,952%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,048%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,159%	0,000%	0,001%
PIS	0,003%	0,005%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	928,041	219,048	181,065
INITIATE CROSS BORDER CREDIT TRANSFER	1.353,356	243,094	174,457
GET PAYMENT INFORMATION	211,356	Not applicable	Not applicable
GET ACCOUNT INFORMATION	589,246	596,707	553,005
GET CARD INFORMATION	1.447,123	273,640	267,480
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 06.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,002%	0,001%
PIS	0,003%	0,004%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	936,393	217,128	176,874
INITIATE CROSS BORDER CREDIT TRANSFER	1.305,773	242,204	174,147
GET PAYMENT INFORMATION	164,280	Not applicable	Not applicable
GET ACCOUNT INFORMATION	383,752	581,663	546,035
GET CARD INFORMATION	523,125	262,449	261,383
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 07.11.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,013%	0,000%	0,000%
PIS	0,000%	0,007%	0,004%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	966,897	222,366	181,064
INITIATE CROSS BORDER CREDIT TRANSFER	1.307,550	247,102	174,075
GET PAYMENT INFORMATION	157,644	Not applicable	Not applicable
GET ACCOUNT INFORMATION	409,085	586,511	541,602
GET CARD INFORMATION	578,070	264,678	260,235
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 08.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,018%	0,000%	0,000%
PIS	0,000%	0,000%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	834,526	132,647	110,876
INITIATE CROSS BORDER CREDIT TRANSFER	1.239,315	145,810	102,949
GET PAYMENT INFORMATION	176,290	Not applicable	Not applicable
GET ACCOUNT INFORMATION	361,055	525,089	512,810
GET CARD INFORMATION	540,730	206,589	203,587
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 09.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,002%	0,001%
PIS	0,007%	0,004%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	791,200	121,703	102,184
INITIATE CROSS BORDER CREDIT TRANSFER	1.159,813	129,514	97,117
GET PAYMENT INFORMATION	204,481	Not applicable	Not applicable
GET ACCOUNT INFORMATION	344,395	541,726	501,377
GET CARD INFORMATION	364,686	188,152	188,575
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 10.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,004%	0,000%
PIS	0,027%	0,012%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	852,902	216,167	176,266
INITIATE CROSS BORDER CREDIT TRANSFER	1.240,736	242,389	173,753
GET PAYMENT INFORMATION	190,663	Not applicable	Not applicable
GET ACCOUNT INFORMATION	381,466	594,482	545,528
GET CARD INFORMATION	498,795	262,201	256,163
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 11.11.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	99,989%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,011%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,000%	0,000%
PIS	0,014%	0,001%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	834,907	184,911	149,209
INITIATE CROSS BORDER CREDIT TRANSFER	1.243,800	215,179	147,148
GET PAYMENT INFORMATION	146,585	Not applicable	Not applicable
GET ACCOUNT INFORMATION	365,592	552,379	513,856
GET CARD INFORMATION	478,000	237,882	232,684
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 12.11.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,007%	0,000%	0,000%
PIS	0,000%	0,006%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	824,054	180,533	150,384
INITIATE CROSS BORDER CREDIT TRANSFER	1.217,165	212,809	144,772
GET PAYMENT INFORMATION	142,388	Not applicable	Not applicable
GET ACCOUNT INFORMATION	382,037	554,974	521,844
GET CARD INFORMATION	474,562	240,264	237,240
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 13.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,001%	0,002%
PIS	0,018%	0,004%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	827,208	181,180	147,787
INITIATE CROSS BORDER CREDIT TRANSFER	1.193,206	205,617	143,395
GET PAYMENT INFORMATION	146,526	Not applicable	Not applicable
GET ACCOUNT INFORMATION	385,560	555,333	522,131
GET CARD INFORMATION	500,300	237,061	234,609
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 14.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,976%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,024%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,167%	0,001%	0,001%
PIS	0,012%	0,006%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	827,975	205,883	166,626
INITIATE CROSS BORDER CREDIT TRANSFER	1.243,891	232,827	156,662
GET PAYMENT INFORMATION	201,388	Not applicable	Not applicable
GET ACCOUNT INFORMATION	566,706	576,858	536,444
GET CARD INFORMATION	662,028	254,494	250,809
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 15.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,998%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,002%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,014%	0,001%	0,000%
PIS	0,000%	0,016%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	788,688	136,937	114,848
INITIATE CROSS BORDER CREDIT TRANSFER	1.179,902	154,112	115,342
GET PAYMENT INFORMATION	156,139	Not applicable	Not applicable
GET ACCOUNT INFORMATION	401,826	507,006	488,156
GET CARD INFORMATION	545,661	199,997	199,899
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 16.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,004%	0,000%
PIS	0,002%	0,014%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.006,000	118,782	101,579
INITIATE CROSS BORDER CREDIT TRANSFER	1.220,383	141,477	98,534
GET PAYMENT INFORMATION	180,216	Not applicable	Not applicable
GET ACCOUNT INFORMATION	348,146	505,117	488,651
GET CARD INFORMATION	385,794	184,916	186,573
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 17.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,051%	0,000%	0,000%
PIS	0,003%	0,002%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	849,204	216,903	177,784
INITIATE CROSS BORDER CREDIT TRANSFER	1.226,457	244,673	174,629
GET PAYMENT INFORMATION	177,102	Not applicable	Not applicable
GET ACCOUNT INFORMATION	497,079	592,053	544,955
GET CARD INFORMATION	571,793	264,578	257,658
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 18.11.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,004%	0,001%	0,000%
PIS	0,003%	0,006%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	826,179	195,085	156,188
INITIATE CROSS BORDER CREDIT TRANSFER	1.248,732	221,119	151,790
GET PAYMENT INFORMATION	141,840	Not applicable	Not applicable
GET ACCOUNT INFORMATION	371,861	561,936	527,860
GET CARD INFORMATION	482,500	245,368	241,894
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 19.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,000%	0,000%
PIS	0,007%	0,009%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	856,510	181,953	147,943
INITIATE CROSS BORDER CREDIT TRANSFER	1.282,382	209,175	144,446
GET PAYMENT INFORMATION	140,840	Not applicable	Not applicable
GET ACCOUNT INFORMATION	338,078	554,840	515,558
GET CARD INFORMATION	471,193	235,301	231,997
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 20.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,997%	99,999%	99,997%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,003%	0,001%	0,003%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,060%	0,001%	0,002%
PIS	0,003%	0,005%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	878,324	192,512	154,433
INITIATE CROSS BORDER CREDIT TRANSFER	1.293,646	224,418	152,778
GET PAYMENT INFORMATION	161,369	Not applicable	Not applicable
GET ACCOUNT INFORMATION	467,813	626,372	577,652
GET CARD INFORMATION	1.038,428	266,435	261,944
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 21.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,000%	0,000%
PIS	0,004%	0,006%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	861,000	194,445	155,920
INITIATE CROSS BORDER CREDIT TRANSFER	1.212,977	224,836	150,046
GET PAYMENT INFORMATION	148,883	Not applicable	Not applicable
GET ACCOUNT INFORMATION	370,354	575,066	540,063
GET CARD INFORMATION	508,230	247,781	245,354
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 22.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,010%	0,000%	0,000%
PIS	0,000%	0,004%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	837,400	130,174	108,936
INITIATE CROSS BORDER CREDIT TRANSFER	1.154,500	140,351	106,354
GET PAYMENT INFORMATION	151,738	Not applicable	Not applicable
GET ACCOUNT INFORMATION	332,604	482,397	498,221
GET CARD INFORMATION	537,349	193,619	194,838
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 23.11.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,023%	0,002%	0,000%
PIS	0,017%	0,022%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	776,500	122,093	100,552
INITIATE CROSS BORDER CREDIT TRANSFER	1.230,422	129,870	98,411
GET PAYMENT INFORMATION	183,256	Not applicable	Not applicable
GET ACCOUNT INFORMATION	307,986	536,173	545,725
GET CARD INFORMATION	394,974	200,465	202,775
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 24.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,006%	0,001%	0,000%
PIS	0,003%	0,007%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	894,104	235,196	197,581
INITIATE CROSS BORDER CREDIT TRANSFER	1.293,252	265,105	198,973
GET PAYMENT INFORMATION	185,824	Not applicable	Not applicable
GET ACCOUNT INFORMATION	385,155	611,751	554,102
GET CARD INFORMATION	523,601	289,915	284,259
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 25.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,000%	0,000%
PIS	0,000%	0,003%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	851,000	264,851	202,754
INITIATE CROSS BORDER CREDIT TRANSFER	1.278,510	284,719	199,927
GET PAYMENT INFORMATION	163,559	Not applicable	Not applicable
GET ACCOUNT INFORMATION	417,908	654,884	578,706
GET CARD INFORMATION	635,527	303,123	294,023
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 26.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,000%	0,000%
PIS	0,000%	0,004%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	913,735	251,484	234,036
INITIATE CROSS BORDER CREDIT TRANSFER	1.306,321	274,546	227,082
GET PAYMENT INFORMATION	165,357	Not applicable	Not applicable
GET ACCOUNT INFORMATION	388,125	640,573	607,077
GET CARD INFORMATION	495,972	321,614	317,609
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 27.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,012%	0,001%	0,000%
PIS	0,000%	0,005%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	955,809	296,015	242,683
INITIATE CROSS BORDER CREDIT TRANSFER	1.360,814	312,896	236,942
GET PAYMENT INFORMATION	192,976	Not applicable	Not applicable
GET ACCOUNT INFORMATION	449,150	707,203	665,629
GET CARD INFORMATION	781,911	353,169	354,480
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 28.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,000%	0,000%
PIS	0,000%	0,012%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	2.675,611	543,140	430,321
INITIATE CROSS BORDER CREDIT TRANSFER	1.621,816	531,241	411,103
GET PAYMENT INFORMATION	300,061	Not applicable	Not applicable
GET ACCOUNT INFORMATION	561,904	944,729	874,444
GET CARD INFORMATION	726,541	670,176	598,347
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 29.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,001%	0,001%
PIS	0,003%	0,009%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	814,435	166,548	141,948
INITIATE CROSS BORDER CREDIT TRANSFER	1.263,108	173,452	133,877
GET PAYMENT INFORMATION	164,737	Not applicable	Not applicable
GET ACCOUNT INFORMATION	326,262	538,349	479,092
GET CARD INFORMATION	472,722	236,604	236,517
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 30.11.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,000%	0,000%
PIS	0,003%	0,017%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	785,000	137,764	124,855
INITIATE CROSS BORDER CREDIT TRANSFER	1.233,086	133,592	113,161
GET PAYMENT INFORMATION	191,663	Not applicable	Not applicable
GET ACCOUNT INFORMATION	307,565	531,557	498,127
GET CARD INFORMATION	376,583	213,468	214,507
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 01.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,001%	0,000%
PIS	0,000%	0,004%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	915,853	316,822	267,216
INITIATE CROSS BORDER CREDIT TRANSFER	1.308,857	328,702	258,665
GET PAYMENT INFORMATION	210,141	Not applicable	Not applicable
GET ACCOUNT INFORMATION	417,077	704,769	643,702
GET CARD INFORMATION	532,404	355,588	345,191
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 02.12.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,004%	0,002%	0,000%
PIS	0,000%	0,007%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	899,163	263,557	214,663
INITIATE CROSS BORDER CREDIT TRANSFER	1.308,444	295,918	209,410
GET PAYMENT INFORMATION	167,261	Not applicable	Not applicable
GET ACCOUNT INFORMATION	404,052	682,027	623,497
GET CARD INFORMATION	543,156	327,465	318,638
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 03.12.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,006%	0,001%	0,000%
PIS	0,000%	0,009%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	971,062	246,026	198,797
INITIATE CROSS BORDER CREDIT TRANSFER	1.360,613	273,941	195,468
GET PAYMENT INFORMATION	162,211	Not applicable	Not applicable
GET ACCOUNT INFORMATION	404,890	671,215	625,738
GET CARD INFORMATION	544,059	312,222	307,107
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 04.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,000%	0,000%
PIS	0,007%	0,004%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	860,591	228,903	183,950
INITIATE CROSS BORDER CREDIT TRANSFER	1.343,616	257,275	179,600
GET PAYMENT INFORMATION	154,538	Not applicable	Not applicable
GET ACCOUNT INFORMATION	366,684	619,678	576,861
GET CARD INFORMATION	482,639	283,168	275,015
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 05.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,007%	0,000%	0,000%
PIS	0,000%	0,004%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	876,209	259,008	206,812
INITIATE CROSS BORDER CREDIT TRANSFER	1.274,113	275,422	202,510
GET PAYMENT INFORMATION	158,335	Not applicable	Not applicable
GET ACCOUNT INFORMATION	375,133	627,584	575,354
GET CARD INFORMATION	505,821	296,780	287,844
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 06.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,984%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,016%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,071%	0,002%	0,001%
PIS	0,000%	0,004%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	945,889	138,463	117,230
INITIATE CROSS BORDER CREDIT TRANSFER	1.209,312	158,486	121,751
GET PAYMENT INFORMATION	159,982	Not applicable	Not applicable
GET ACCOUNT INFORMATION	337,660	508,615	496,704
GET CARD INFORMATION	447,728	201,586	201,275
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 07.12.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,005%	0,000%	0,000%
PIS	0,003%	0,000%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	859,600	118,552	102,570
INITIATE CROSS BORDER CREDIT TRANSFER	1.170,938	125,917	96,999
GET PAYMENT INFORMATION	184,884	Not applicable	Not applicable
GET ACCOUNT INFORMATION	298,370	502,834	490,839
GET CARD INFORMATION	366,124	188,313	189,417
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 08.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,000%	0,000%
PIS	0,000%	0,005%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	834,152	223,750	179,569
INITIATE CROSS BORDER CREDIT TRANSFER	1.255,993	253,568	177,816
GET PAYMENT INFORMATION	179,763	Not applicable	Not applicable
GET ACCOUNT INFORMATION	363,019	593,902	557,208
GET CARD INFORMATION	461,900	274,154	267,963
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 09.12.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,004%	0,000%	0,001%
PIS	0,011%	0,011%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	860,417	212,270	172,107
INITIATE CROSS BORDER CREDIT TRANSFER	1.246,721	237,600	166,576
GET PAYMENT INFORMATION	152,499	Not applicable	Not applicable
GET ACCOUNT INFORMATION	349,552	574,591	538,171
GET CARD INFORMATION	460,088	260,530	257,864
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 10.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,000%	0,001%
PIS	0,010%	0,011%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	864,405	221,317	177,123
INITIATE CROSS BORDER CREDIT TRANSFER	1.334,523	262,599	179,557
GET PAYMENT INFORMATION	156,695	Not applicable	Not applicable
GET ACCOUNT INFORMATION	383,886	648,040	601,967
GET CARD INFORMATION	522,232	289,424	284,398
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 11.12.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,005%	0,000%	0,000%
PIS	0,000%	0,010%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	853,189	220,542	180,198
INITIATE CROSS BORDER CREDIT TRANSFER	1.319,678	251,430	174,974
GET PAYMENT INFORMATION	159,524	Not applicable	Not applicable
GET ACCOUNT INFORMATION	388,576	634,113	580,497
GET CARD INFORMATION	510,106	281,762	279,017
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 12.12.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,002%	0,001%	0,000%
PIS	0,000%	0,007%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	891,057	246,508	195,163
INITIATE CROSS BORDER CREDIT TRANSFER	1.262,448	272,407	197,078
GET PAYMENT INFORMATION	163,222	Not applicable	Not applicable
GET ACCOUNT INFORMATION	367,993	619,928	552,819
GET CARD INFORMATION	465,509	282,619	277,889
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 13.12.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,013%	0,003%	0,002%
PIS	0,000%	0,010%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	907,000	149,103	126,584
INITIATE CROSS BORDER CREDIT TRANSFER	1.241,948	166,148	122,883
GET PAYMENT INFORMATION	168,018	Not applicable	Not applicable
GET ACCOUNT INFORMATION	334,893	533,689	498,998
GET CARD INFORMATION	518,729	209,948	210,561
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 14.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,987%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,013%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,001%	0,000%
PIS	0,125%	0,027%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	903,667	133,811	114,157
INITIATE CROSS BORDER CREDIT TRANSFER	1.202,083	134,481	110,711
GET PAYMENT INFORMATION	182,777	Not applicable	Not applicable
GET ACCOUNT INFORMATION	302,267	516,130	505,849
GET CARD INFORMATION	377,896	197,594	198,263
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 15.12.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,000%	0,000%
PIS	0,000%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	930,526	281,719	233,636
INITIATE CROSS BORDER CREDIT TRANSFER	1.334,275	298,871	225,707
GET PAYMENT INFORMATION	188,683	Not applicable	Not applicable
GET ACCOUNT INFORMATION	396,998	647,035	593,607
GET CARD INFORMATION	473,709	314,041	308,005
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 16.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,000%	0,000%
PIS	0,000%	0,005%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	966,383	265,179	216,703
INITIATE CROSS BORDER CREDIT TRANSFER	1.281,157	292,058	210,739
GET PAYMENT INFORMATION	165,906	Not applicable	Not applicable
GET ACCOUNT INFORMATION	394,698	651,926	592,869
GET CARD INFORMATION	485,039	307,390	303,436
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 17.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,003%	0,001%
PIS	0,007%	0,017%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.087,808	286,242	234,456
INITIATE CROSS BORDER CREDIT TRANSFER	1.361,074	311,054	233,700
GET PAYMENT INFORMATION	181,151	Not applicable	Not applicable
GET ACCOUNT INFORMATION	411,256	710,958	644,030
GET CARD INFORMATION	526,698	341,464	335,191
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 18.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,000%	0,000%
PIS	0,000%	0,010%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	966,816	319,242	264,353
INITIATE CROSS BORDER CREDIT TRANSFER	1.349,209	337,949	254,678
GET PAYMENT INFORMATION	186,679	Not applicable	Not applicable
GET ACCOUNT INFORMATION	431,791	719,134	647,530
GET CARD INFORMATION	545,648	360,725	356,007
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 19.12.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,003%	0,001%	0,001%
PIS	0,000%	0,003%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.053,900	383,906	322,544
INITIATE CROSS BORDER CREDIT TRANSFER	1.400,900	392,099	327,467
GET PAYMENT INFORMATION	207,829	Not applicable	Not applicable
GET ACCOUNT INFORMATION	462,098	776,121	691,992
GET CARD INFORMATION	560,764	409,382	403,039
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 20.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,004%	0,001%	0,002%
PIS	0,000%	0,016%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	877,095	182,684	152,172
INITIATE CROSS BORDER CREDIT TRANSFER	1.431,800	177,744	142,850
GET PAYMENT INFORMATION	189,194	Not applicable	Not applicable
GET ACCOUNT INFORMATION	335,110	538,800	515,852
GET CARD INFORMATION	457,970	236,156	235,544
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 21.12.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,005%	0,000%	0,000%
PIS	0,002%	0,036%	0,001%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	878,000	149,127	130,338
INITIATE CROSS BORDER CREDIT TRANSFER	1.317,926	158,252	126,826
GET PAYMENT INFORMATION	205,041	Not applicable	Not applicable
GET ACCOUNT INFORMATION	321,059	524,957	524,258
GET CARD INFORMATION	384,396	216,825	218,830
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 22.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,001%	0,001%
PIS	0,124%	0,011%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	966,967	304,142	252,911
INITIATE CROSS BORDER CREDIT TRANSFER	1.395,941	317,397	244,941
GET PAYMENT INFORMATION	211,660	Not applicable	Not applicable
GET ACCOUNT INFORMATION	405,742	670,176	631,800
GET CARD INFORMATION	484,607	339,256	329,468
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 23.12.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,002%	0,001%	0,000%
PIS	0,011%	0,007%	0,003%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	981,493	329,785	290,594
INITIATE CROSS BORDER CREDIT TRANSFER	1.419,877	344,085	281,530
GET PAYMENT INFORMATION	190,358	Not applicable	Not applicable
GET ACCOUNT INFORMATION	432,277	696,578	652,687
GET CARD INFORMATION	499,830	364,859	364,004
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 24.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,943%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,057%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,044%	0,004%	0,001%
PIS	0,011%	0,010%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	927,000	260,711	202,958
INITIATE CROSS BORDER CREDIT TRANSFER	1.288,312	267,991	192,963
GET PAYMENT INFORMATION	161,799	Not applicable	Not applicable
GET ACCOUNT INFORMATION	378,853	632,142	571,595
GET CARD INFORMATION	450,683	302,692	283,666
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 25.12.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,000%	0,000%
PIS	0,000%	0,015%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.080,000	122,687	105,198
INITIATE CROSS BORDER CREDIT TRANSFER	1.209,471	118,185	99,366
GET PAYMENT INFORMATION	157,346	Not applicable	Not applicable
GET ACCOUNT INFORMATION	297,284	497,453	469,747
GET CARD INFORMATION	427,251	187,925	188,815
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 26.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,000%	0,000%
PIS	0,002%	0,016%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	926,500	134,056	115,382
INITIATE CROSS BORDER CREDIT TRANSFER	1.299,250	124,531	112,203
GET PAYMENT INFORMATION	185,438	Not applicable	Not applicable
GET ACCOUNT INFORMATION	302,539	494,068	494,418
GET CARD INFORMATION	414,624	201,825	200,910
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 27.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,004%	0,005%
PIS	0,002%	0,006%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	826,680	149,674	128,646
INITIATE CROSS BORDER CREDIT TRANSFER	1.230,506	150,564	122,603
GET PAYMENT INFORMATION	208,382	Not applicable	Not applicable
GET ACCOUNT INFORMATION	313,520	509,601	516,733
GET CARD INFORMATION	426,983	216,022	215,485
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 28.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,002%	0,000%	0,000%
PIS	0,000%	0,004%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	830,667	143,128	124,143
INITIATE CROSS BORDER CREDIT TRANSFER	1.192,905	148,784	113,925
GET PAYMENT INFORMATION	230,223	Not applicable	Not applicable
GET ACCOUNT INFORMATION	315,542	529,906	517,340
GET CARD INFORMATION	379,343	209,943	209,422
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 29.12.2025

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,003%	0,000%	0,000%
PIS	0,000%	0,007%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	958,256	321,794	269,781
INITIATE CROSS BORDER CREDIT TRANSFER	1.398,969	337,976	263,999
GET PAYMENT INFORMATION	222,592	Not applicable	Not applicable
GET ACCOUNT INFORMATION	419,916	672,126	634,953
GET CARD INFORMATION	512,180	350,144	343,242
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 30.12.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,003%	0,000%	0,000%
PIS	0,000%	0,006%	0,000%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	951,580	335,215	278,548
INITIATE CROSS BORDER CREDIT TRANSFER	1.375,928	341,971	266,125
GET PAYMENT INFORMATION	190,753	Not applicable	Not applicable
GET ACCOUNT INFORMATION	424,636	683,344	637,406
GET CARD INFORMATION	511,712	357,367	351,583
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q4 2025

DATE: 31.12.2025

UPTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

DOWNTIME			
REPORTING METRIC	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

ERROR RESPONSE RATE			
REPORTING METRIC	APIs	e-Banking	Mobile
AIS	0,000%	0,000%	0,000%
PIS	0,004%	0,003%	0,002%
PIIS	No traffic	Not applicable	Not applicable

DAILY AVERAGE RESPONSE TIME (ms)			
REPORTING METRIC	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	1.018,151	328,804	264,352
INITIATE CROSS BORDER CREDIT TRANSFER	1.324,902	336,690	249,941
GET PAYMENT INFORMATION	179,667	Not applicable	Not applicable
GET ACCOUNT INFORMATION	421,762	672,263	605,143
GET CARD INFORMATION	523,456	344,539	330,235
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: